(a) the number of days permissible under the rules of MTNL for effecting transfer/shifting of a telephone connection from one telephone exchange to another and within the same telephone exchange on request of a subscriber;

(b) the details of telephones, exchange-wise, which could not be transferred/ shifted within the prescribed time limit;

(c) the steps taken by MTNL to shift telephone connections expeditiously within the prescribed time limit and action taken against those officials who are found guilty of delaying transfer/

shifting of telephone connections; and

(d) the remedial measures/concessions like rebate in telephone rent for delay beyond prescribed limit available to subscribers?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Sir, the prescribed norms being observed in MTNL for shifting of telephone connections are:—

1. Local shifting—within 7 days (within the same exchange).

2. Inter—exchange-within 15 days shifting (from one exchange to another exchange)

(b) The exchange-wise details of all pending shift cases (beyond prescribed norms) as on 18.7.97 are annexed. *(See* Appendix 181, Annexure No. 2)

(c) To ensure expeditious shifting of telephones within the prescribed time limit, steps taken in MTNL are:

1. Commercial formalities have been minimised and OBs are issued promptly.

2. For inter-exchange shifts, clearance is being taken on FAX/Phone to avoid delay in the execution of OBs.

3. New underground cables are being laid expeditiously in areas presently technically non-feasible.

4. Monitoring of shift. OBs at various levels for early execution of these OBs.

5. Delay in the execution of OBs; wherever observed due to the officials; the matter is investigated to expedite shifts.

(d) Rebate in rentals is being allowed to the subscriber when a telephone is disconnected at the old address due to shift and a telephone at new address is not provided within prescribed norms due to departmental reasons.

Post Office in Gram Panchayats in district Banka, Bhagalpur, Deoghar of Bihar

9. SHRI JANARDAN YADAV: Will the Minister of COMMUNICATIONS be pleased to state:

(a) how many Gram Panchayats in Banka, Bhagalpur, Deoghar, Dumka, Godda and Jamui District of Bihar have demanded Post Offices;

(b) how many Post Offices will be opened in the various villages in Banka, Bhagalpur, Deoghar, Dumka, Godda and Jamui District during the current year;

(c) in what manner this huge demand is proposed to be met; and

(d) the steps being taken so that all the villages get a Post Office?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Nine Gram Panchayats of Banka Seven of Bhagalpur, Five of Deoghar Six of Dumka, Eight of Godda and Eight of Jamui Districts have demanded opening of post offices.

(c) to (d) District-wise targets are sot allocated. Post Offices are opened on the norm based justification subject to availability of resources.

Target for Installation or STD/PCO

10. SHRI MOHINDAR SINGH KALYAN: Will the Minister of COMMUNICATIONS be pleased to state: